DUBLIN UNIFIED SCHOOL DISTRICT
Educational Services Support Technician

General Description

Under the direction of a district administrator, organize and perform a variety of specialized and difficult secretarial work and implement and coordinate a variety of data management systems that include student intervention, subject area software and educational resource software systems. This position supports administrator with a variety of administrative and office details by preparing letters, memoranda, agendas, and coordinating meetings; work independently on related work and departmental tasks as required; serves as the department manager and coordinates the workloads of other clerical office staff within department; serves as backup for other support staff in the department and performs all other related duties as assigned. A distinguishing characteristic of this position is that the Educational Services Support Technician must have the ability to multi-task within several key administrative areas including budget development, office management and data management systems.

Essential Duties:

- Use computer applications for word processing, spreadsheet, data base management, financial and student systems, and desk top publishing.
- Design and prepare district publications.
- Organize and update information on department website.
- Order supplies
- Monitor departmental budgets.
- Maintain all district level travel and conference records.
- Assist and support the production, organization, and revision of district and departmental policies and master plan.
- Assist with district, community committees and task forces and workshop.
- Produce agendas and minutes for district meetings.
- Assist in the planning, development, and support of district programs through district, city, and county committees.
- Coordinate scheduling for staff development activities; actively participate in personnel staff development.
- Determines the need to improve user instructions, documentation, and develops and provides training for users as needed.
- Provides reports in a timely manner to administration and teachers on student assessment use and performance.
- Configures educational software applications and develops methods to input existing data from system to system.
- Assists in converting applications from one platform to another or from an old to new format. Installs, integrates, tests and adjusts software according to test results.
- Troubleshoots application error or applications not operating. In conjunction with users, isolates problems from symptoms, determines alternatives, and contacts vendor support to resolve issues and implements solutions.
- Participates in installations of new applications and releases. Applies new releases to the production environment upon completion of user testing.
- Develops reports and queries that provide management and users with pertinent information.
- Perform other duties as assigned.

Qualifications: Skills, Knowledge and Abilities

SKILLS are required to provide support to the district administrator and to ensure the efficient operations of the office. Skills required to satisfactorily perform the functions of the job include: word process at 65 words per minute; make arithmetical calculations quickly and accurately; prepare, maintain and analyze complex financial and statistical records and reports, produce a variety of

complex reports, brochures, and written documents; operate office equipment with competency; effective oral and written communication skills, problem solving and analytical skills to convert verbal requests to applications and to troubleshoot root causes of application error; appropriate human relation and communication skills to provide technical assistance and develop a process to understand department or user's needs, problems and concerns.

KNOWLEDGE of the following is required to perform the functions of the position: correct English usage, spelling, grammar, and punctuation; District organization, policies, rules, and programs; modern office methods and practices, including filing systems, receptionist and telephone techniques, and letter and report writing; standard office machines and computers, desk top publishing and a wide variety of standard software programs; understand the structure of relational databases in academic/student and business environments; progressive experience in systems design and development; ad-hoc query such as vendor provided query tools, and student database applications.

ABILITIES are required to perform all of the essential functions of the position with minimal supervision and direction as follows: the ability to generate written reports and letters with only basic information and direction; understand and carry out oral and written instructions; establish and maintain cooperative and effective working relationships with children, parents, administrative officials, and others contacted in the course of work.

Responsibility
Responsibilities include: working under minimum supervision using standardized practices and or methods; leading, guiding, and/or coordinating others. Utilization and coordination of resources from other work units is often required to perform the job's functions.

Working Environment
Working environment requires continuous sitting, reading, writing, and computer use; continuous hand-eye coordination, use of hands and fingers, and manipulation of large and small objects; frequent bending, twisting, reaching, stooping and stretching; frequent lifting or carrying of objects weighing up to 10 (ten) pounds; occasional walking, standing, and lifting objects weighing up to 30 (thirty) pounds; and requires the ability to hear at a close proximity and (up to five feet); clarity of vision at varying distances; and verbal and written communication in an articulate manner.

Experience
Three years of increasingly responsible experience in the clerical and secretarial area including experience with complex computer systems and software programs, preferably including experience in a school district.

Required Testing
Pre-employment Proficiency Test

Clearances
Criminal fingerprint/background clearance (FBI and DOJ) and TB clearance

Salary Range	**Work Year**
Classified Salary Schedule	260 Days/12 months
Range 26	(243 work days/17 paid holidays)

Board Approved: August 9, 2011